

**IN THE CLAIMS:**

Please amend the claims as follows, substituting any amended claim(s) for the corresponding pending claim(s):

Claims 1 - 28 (cancelled)

1 29. (currently amended) A network spanning heterogeneous call center controller  
2 comprising:  
3 a public switched telephone network input;  
4 an internet connection input;  
5 a switching element responsive to the public switched telephone network input;  
6 an internet protocol interface responsive to the internet connection input;  
7 a telephony resource module connectable to the switching element;  
8 a processor, ~~the processor~~ coupled to a data bus, the data bus coupled to the internet  
9 protocol interface and the switching element;  
10 a first set of agent output channels responsive to the switching element, the first set of  
11 agent output channels directed to communicate with circuit switched agent terminals; and  
12 a second set of agent output channels responsive to the internet protocol interface, the  
13 second set of agent output channels directed to communicate with internet enabled agent  
14 terminals; and  
15 a domain conversion module coupled to the switching element and the internet protocol  
16 interface, the domain conversion module to convert between the internet protocol traffic and the  
17 circuit switched voice traffic, the domain conversion module responsive to the internet protocol  
18 interface.

1 30. (original) The network spanning heterogeneous call center controller of claim 29, further  
2 comprising a data resources module to provide selected data resources via the internet protocol  
3 interface.

Claims 31-48 (cancelled).

- 1 49. (new) A network spanning heterogeneous call center controller comprises:  
2 an internet connection input;  
3 a switching element responsive to a public switched telephone network input;  
4 an internet protocol interface responsive to an internet connection input;  
5 a processor coupled to a data bus, the data bus coupled to the internet protocol interface  
6 and the switching element;  
7 a first set of agent output channels responsive to the switching element, the first set of  
8 agent output channels directed to communicate with circuit switched agent terminals;  
9 a second set of agent output channels responsive to the internet protocol interface, the  
10 second set of agent output channels directed to communicate with internet enabled agent  
11 terminals; and  
12 a domain conversion module coupled to the switching element and the internet protocol  
13 interface to convert internet protocol traffic and circuit switched voice traffic on an inter-domain  
14 basis between the first set of agent output channels and the second set of agent output channels.
- 1 50. (new) The network spanning heterogeneous call center controller of claim 49 further  
2 comprises:  
3 a data resource module coupled to the internet protocol interface to provide selected data  
4 resources.
- 1 51. (new) The network spanning heterogeneous call center controller of Claim 50 wherein  
2 the selected data resources include at least one of:  
3 a web page support function, a caller interface generation function, and an email services  
4 function.

1 52. (new) The network spanning heterogeneous call center controller of claim 50 further  
2 comprises:  
3 a telephony resource module coupled to the switching module to provide selected  
4 telephony resources.

1 53. (new) The network spanning heterogeneous call center controller of Claim 52 wherein  
2 the selected telephony resources include at least one of:  
3 a music-on-hold resource, a voice mail resource, an interactive voice response function,  
4 and a speech recognition function.

1 54. (new) A network spanning heterogeneous call center comprises:  
2 processing circuitry;  
3 an internet protocol (IP) interface operably coupled to the processing circuitry that  
4 supports data transmission with an IP network for receiving data traffic;  
5 a switching element operably coupled to the processing circuitry that supports data  
6 transmission with a public switched telephone network (PSTN) network for receiving voice  
7 traffic;  
8 a domain conversion module operably coupled to the IP interface and the switching  
9 element that supports conversion of voice traffic between a PSTN network domain and an IP  
10 network domain; and  
11 memory operably coupled to the processing circuitry, wherein the memory stores  
12 operational instructions that cause the processing circuitry to:  
13 when an IP-enabled agent of a plurality of IP-enabled agents is unavailable,  
14 present the data traffic to the domain conversion module to route the data traffic through  
15 the switching element to a first set of agent output channels responsive to the switching  
16 element; and  
17 when an agent telephone unit of a plurality of agent telephone units is unavailable,  
18 present the voice traffic to the domain conversion module to route the voice traffic  
19 through the IP interface to a second set of agent output channels responsive to the internet  
20 protocol interface.

1 55. (new) The network spanning heterogeneous call center controller of claim 54 further  
2 comprises:  
3 a data resource module to provide selected data resources via the internet protocol  
4 interface.

1 56. (new) The network spanning heterogeneous call center controller of Claim 55 wherein  
2 the selected data resources include at least one of:  
3 a web page support function, a caller interface generation function, and an email services  
4 function.

1 57. (new) The network spanning heterogeneous call center controller of claim 54 further  
2 comprises:  
3 a telephone data resource module to provide selected telephony resources via the  
4 switching module.

1 58. (new) The network spanning heterogeneous call center controller of Claim 57 wherein  
2 the selected telephony resources include at least one of:  
3 a music-on-hold resource, a voice mail resource, an interactive voice response function,  
4 and a speech recognition function.